

CASE STUDY

Transforming Service Operations with iSERV for a Global Advanced Technology Systems Provider

Client Profile

A global provider of advanced technology systems, specializing in automated, high-sensitivity, and cryogenic measurement instruments for the scientific community.



ITHENA's iSERV solution digitized the complete service lifecycle, improving service visibility, accelerating response times, and enhancing operational efficiency.

CHALLENGES



The client struggled with:

- Lack of a unified platform to manage service requests and track resolution across global teams
- Limited visibility into installed assets, service history, and customer service activities
- Manual service scheduling and coordination reduced technician efficiency and response speed
- Difficulty in maintaining accurate service documentation and reports for effective service management

SOLUTIONS



ITHENA's Smart Service (iSERV) solution empowered the client by:

1

Ticket and Case Management

Enabled centralized logging, prioritization, and tracking of service requests with complete visibility and improved response coordination

2

Asset and Customer Onboarding

Digitized onboarding of equipment, customers, and sites, creating a structured system for managing service lifecycle and history

3

Service Scheduling and Execution

Streamlined service scheduling, technician assignment, and task management to improve service efficiency and utilization

4

Service Reports and Lifecycle Visibility

Automated digital service report generation and maintained complete service records for better decision-making and traceability

5

Knowledge Portal

Provided centralized access to service manuals, troubleshooting guides, and self-help resources to enable faster issue resolution



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OPPORTUNITY FOR IMPACT



32%

Faster Service
Response Times

37%

Boost in service
team productivity

31%

Rise in service operational
efficiency